DCOS®
AUDIT & CERTIFICATION SERVICES

Introduction

It is a well-known fact that downtime in a data center can cause huge business losses and depending on the severity, could even result in business closure. Research has proven that a large portion of data center downtime is due to human errors created during the execution of maintenance and operations processes. To protect themselves, organizations should have their data center operations audited for risk factors and identify areas for improvement.
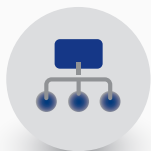
Operational excellence will reduce the risk of downtime and at the same time improves the operational efficiency and effectiveness. This is achieved by aligning the organization's valuable human capital with its service delivery obligation in a way that creates a consistent quality of service while meeting compliance requirements.

EPI offers data center operations audit services based on its world-renowned DCOS® (Data Centre Operations Standard). The audit will benchmark the organization's governance, maintenance and operations, and allows it to create a progressive improvement plan.

The 11 Disciplines of DCOS®

Service Level Management

Organization

Safety Management

Security Management

Project Management

Facilities Management

Data Center Operations

Environmental Sustainability

Monitoring/ Reporting/ Control

Organizational Resilence

Governance, Risk & Compliance
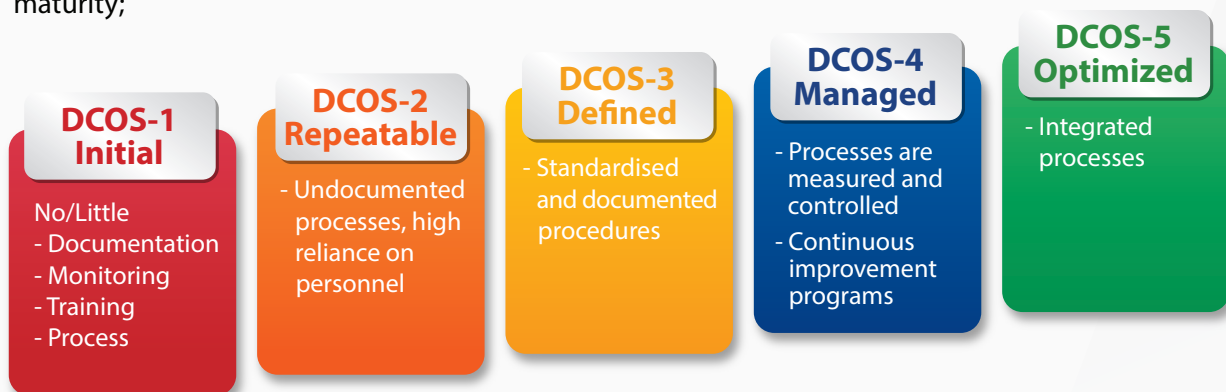
DCOS® Certification

The DCOS® audit benchmarks the data center governance, maintenance and operations based on the 11 disciplines of the DCOS®. The data center can choose to be audited for all the 11 disciplines or a subset of 1 or multiple disciplines which they consider to be the most critical to its business.

Most data centers start with 4 key disciplines being Service Level Management; Facilities Management; Data Center Operations; Monitoring/Reporting/Control. Other popular disciplines are Security Management; Governance, Risk & Compliance; Safety Management; and Environmental Sustainability.

The DCOS® certification can be applied to any type and size of data center. It does not require the data center facility to be certified or designed based on any particular standard. DCOS® is a standalone certification.

DCOS® maturity levels

Each discipline chosen will be assessed for its maturity based on the widely adopted 5-level process maturity;

DCOS-1 Initial

No/Little
- Documentation
- Monitoring
- Training
- Process

DCOS-2 Repeatable

- Undocumented processes, high reliance on personnel

DCOS-3 Defined

- Standardised and documented procedures

DCOS-4 Managed

- Processes are measured and controlled
- Continuous improvement programs

DCOS-5 Optimized

- Integrated processes

DCOS-5 is the highest level of maturity, demonstrating fully managed and integrated processes for all 11 disciplines with optimized continuous improvement plans. This represents a highly efficient operations team with the lowest level of risk.

Most data centers set the maturity target for the initial audit at DCOS level 3 on selected disciplines.

Audit report and outcome

The audit report provides the organization with a clear view of its current operational maturity. It will allow the data center to set the right expectations on its capabilities to the people within the organization and to its external customers.

The organization will be able to deploy human capital where they can make the biggest impact. By focusing on the improvement of the problematic processes, it will result in immediate improvement on the data center's service capabilities and service levels for its customers.
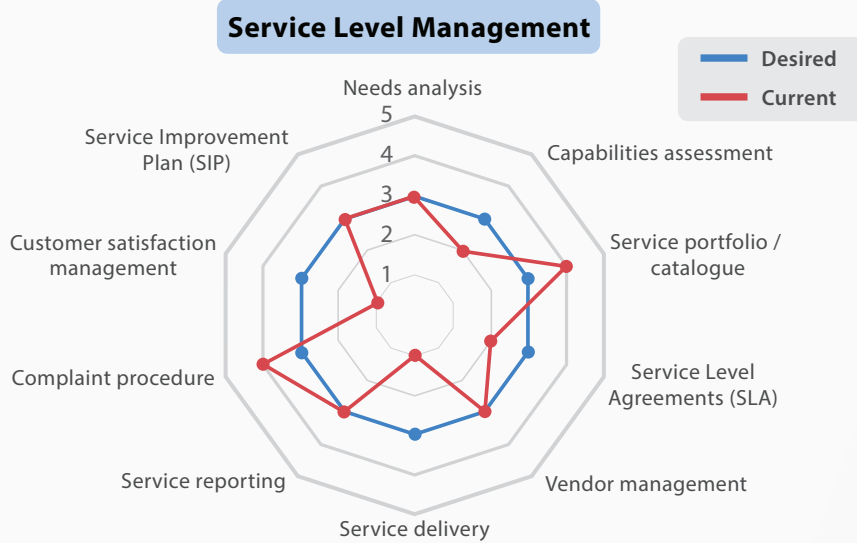
Certification and recognition

Upon achieving the DCOS® certification, the data center will receive the EPI DCOS® certificate, and the rights to use the DCOS® stamp for marketing. The data center and its certificate will also get listed on EPI's website (www.epi-certification.com/sites/map).
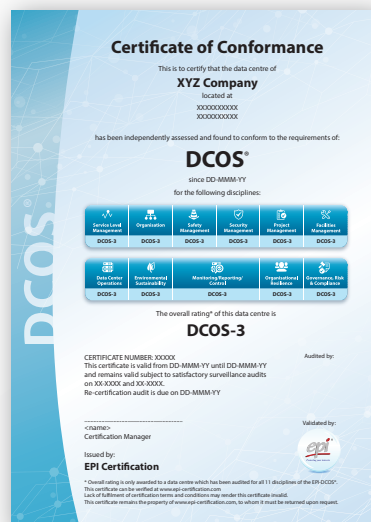
Sample report organization level (all disciplines)

Company ABC

- Service Level Management
- Organization
- Safety Management
- Security Management
- Project Management
- Facilities Management
- Data Center Operations
- Environmental Sustainability
- Monitoring/Reporting/Control
- Organizational Resilence
- Governance, Risk and Compliance

Legend: — Desired — Current

Scale: 1 2 3 4 5

Sample report discipline level

Service Level Management

- Needs analysis
- Capabilities assessment
- Service portfolio / catalogue
- Service Level Agreements (SLA)
- Vendor management
- Service delivery
- Service reporting
- Complaint procedure
- Customer satisfaction management
- Service Improvement Plan (SIP)

Legend: — Desired — Current

Scale: 1 2 3 4 5

Example of DCOS® Certificate and Stamps

Certificate of Conformance

This is to certify that the data centre of
XYZ Company
located at
XXXXXXXXXX
XXXXXXXXXX

has been independently assessed and found to conform to the requirements of:

DCOS®

since DD-MMM-YY

for the following disciplines:

Service Level Management	Organization	Safety Management	Security Management	Project Management	Facilities Management
DCOS-3	DCOS-3	DCOS-3	DCOS-3	DCOS-3	DCOS-3

Data Center Operations	Environmental Sustainability	Monitoring/Reporting/Control	Organizational Resilence	Governance, Risk & Compliance
DCOS-3	DCOS-3	DCOS-3	DCOS-3	DCOS-3

The overall rating* of this data centre is

DCOS-3

CERTIFICATE NUMBER: XXXXX
This certificate is valid from DD-MMM-YY until DD-MMM-YY
and remains valid subject to satisfactory surveillance audits
on XX-XXXX and XX-XXXX.
Re-certification audit is due on DD-MMM-YY

Audited by:

<name>
Certification Manager

Validated by:

Issued by:
EPI Certification

* Overall rating is only awarded to a data centre which has been audited for all 11 disciplines of the EPI-DCOS®.
This certificate can be verified at www.epi-certification.com
Lack of fulfilment of certification terms and conditions may render this certificate invalid.
This certificate remains the property of www.epi-certification.com, to whom it must be returned upon request.

www.epi-certification.com
DCOS-1 Initial
Operations & Maintenance

www.epi-certification.com
DCOS-2 Repeatable
Operations & Maintenance

www.epi-certification.com
DCOS-3 Defined
Operations & Maintenance

www.epi-certification.com
DCOS-4 Managed
Operations & Maintenance

www.epi-certification.com
DCOS-5 Optimized
Operations & Maintenance

Benefits of EPI DCOS® Certification

An EPI DCOS® Certification is a high-quality, independent validation of the data center operations.

EPI is a trusted name in the industry, with an established reputation for over 34 years as experts in the data center field. EPI is known for continuously delivering high-quality services and operating with integrity.

Certification based on DCOS® provides a conformity audit on the data center operations which leads to minimization of risk.

An EPI DCOS® Certification offers the following benefits:

1 **Reduces risk, improves safety and environmental sustainability**
DCOS® certification benchmarks the operational disciplines and therefore enables the organization to improve operational processes that affect risk, safety and environmental sustainability.

2 **Provides confidence to customers, board members and investors**
DCOS® certification is an independent and globally recognised validation of the data center's operational maturity level.

3 **Delivers on its promise and happy customers**
It allows the data center to set the right expectations on its capabilities to customers, internal and external.

4 **Demonstrates good corporate governance**
It is proof that the data center has taken appropriate levels of due diligence for risk reduction, risk management and operational efficiency.

5 **Increases global visibility and competitiveness**
The data center will be listed on EPI's website (www.epi-certification.com/sites/map) for complete transparency to customers.

6 **Cost savings and higher productivity**
Efficient operations management has extensive impact on the overall aspects of the organization, such as less wasted time and effort, higher performance, happier employees, lower turnover, improved sustainability, and more.

Why EPI?

EPI has over 34 years of experience in the data center industry and a globally recognized reputation for delivery of consistently high-quality services. We have both the official credentials and experience to deliver DCOS® audit and certification services that will safeguard your company's reputation and assets.

1

EPI is an Accredited Certification Body (CB)
This ensures we follow due process and are legally allowed to issue certificates based on our ISO-17021 Certification Body accreditation.

2

EPI Auditors are Certified subject matter expert and auditor
They hold at least three certifications. The first two are DCOS® aligned certifications - CDFOS (Certified Data Center Facilities Operations Specialist) and CDFOM (Certified Data Center Facilities Operations Manager). The third is the ISO Lead Auditor.

3

EPI follows the ISO Audit Process
The EPI certification audit is based on the accredited ISO 19011 methodology.

4

EPI has true global presence
EPI has fully manned offices in 11 locations covering each continent with direct sales and technical support. This will ensure that you always have the commercial and technical assistance whenever needed and often in the local language making communication easier.

5

EPI proprietary audit tool
EPI uses its own custom audit tool to reduce duplication of work, increase data accuracy, eliminate ambiguity in audit reports, verify compliance throughout the audit process, and generate a verifiable DCOS® audit report for unmatched customer confidence.

THE COMPANY

EPI is a data center specialist company of European origin operating world-wide in over 70 countries through direct operations and a large partner network. EPI offers an extensive range of data center services on auditing, certification and training. EPI's focus is on mission-critical, high-availability environments. Established in 1987, EPI has developed an international reputation for delivering high quality technical expertise, with flexible and innovative services, techniques and methodologies.

All our services are aimed at helping our customers to:
- Increase **Availability** of their mission-critical infrastructure
- Improve **Efficiency**, **Effectiveness** and **Manageability**
- **Minimize risk** of business interruption

Our Clients share a common need to protect their valuable data, run their mission-critical infrastructure efficiently and to be protected on a 24 x 7 basis. By protecting the interests of our customers, EPI is committed to an intensive program of comprehensive services development backed by engineering and support excellence.

Quality Systems and Procedures have always been at the heart of every stage of our service delivery to ensure consistent and high quality services. We are known for our thoroughness, flexibility and responsiveness. We focus on providing services that fit each organization and each project with a drive to deliver quality on time, every time.

Let us put our expertise to work for you!

DATA CENTER SERVICES

Audit & Certification
• Data Center Standards
  - ANSI/TIA-942
  - EN50600
  - DCOS®
• International Standards
  - ISO 9001   - ISO 22301
  - ISO 14001   - ISO 27001
  - ISO 14644   - ISO 37001
  - ISO/IE 20000-1   - ISO 45001
  - ISO 22237   - ISO 50001
• Singapore Standards
  - SS 506
  - SS 507
  - SS 564
• European Standards
  - EN 50600
  - ISO/IEC TS 22237

Professional Training & Certifications
- Data Center
  DCFC®, CDCP®, CDCS®, CDCE®, CNCDP®
  CDFOS®, CDFOM®, CDRP®, CDMS®,
  CTDC®, CTIA®, CTLA®

- IT
  CITO®, CITM®, CITD®

Non-Certification Training
- Digital Transformation

Career Planning Tools
- DCPT - Data Center Career Planning Tool
- ITCPT - IT Career Planning Tool

Frameworks
- IT&DCF® - IT & Data Center Framework
- DCCF® - Data Center Competence Framework
- DCTF® - Data Center Training Framework
- ITTF - IT Training Framework

Standard
- DCOS® - Data Center Operations Standard

R21-10

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Authorized Reseller/Partner:

🌐 **www.epi-ap.com**   in **linkedin.com/company/epi-ap**   🐦 **@epi_cdcp**   f **facebook.com/Epipteltd**   📷 **instagram.com/epi_pteltd**